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Declaration for Patent Application English Language Declaration		Attorney Docket No. 016762.501-US02
		First Name Inventor Donald S. Curtis
COMPLETE IF KNOWN:		

O P E
JUN 12 2002
PATENT & TRADEMARK OFFICE

<input type="checkbox"/> Submitted with initial filing	<input checked="" type="checkbox"/> Submitted after initial filing (surcharge required 37 CFR 1.16(e))	Application No. 10/079,017
		Filing Date February 21, 2002
		Group Art Unit 2171
		Examiner Not Yet Assigned

As a below named inventor, I hereby declare that:

My residence, mailing address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

CUSTOMER INFORMATION MANAGEMENT INFRASTRUCTURE AND METHODS

the specification of which

is attached hereto

OR

was filed on 02/21/2002

as United States Application No. or PCT International Application No. 10/079,017
and was amended on _____ (if applicable).

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the National or PCT International filing date of the continuation-in-part application.

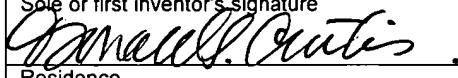
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Prior Foreign Application(s)

			Priority Not Claimed	Certified Copy Attached
(Number)	(Country)	(Filing Date)	<input type="checkbox"/>	<input type="checkbox"/> YES <input type="checkbox"/> NO
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Additional prior foreign applications are listed on a supplemental data sheet attached hereto.

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full name of sole or first inventor Donald S. Curtis	
Sole or first inventor's signature 	Date 5/15/2002
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Citizenship US	
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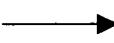
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Application Number	10/079,017
Filing Date	February 21, 2002
First Named Inventor	Donald S. Curtis
Title	CUSTOMER INFORMATION MANAGEMENT INFRASTRUCTURE AND METHODS
Group Art Unit	Not Yet Assigned
Examiner Name	Not Yet Assigned
Attorney Docket No.	016762.501-US02

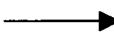
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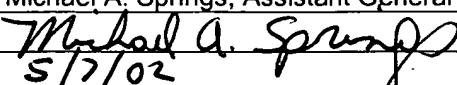
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I am the:

Applicant/Inventor.
 Assignee of record of the entire interest. See 37 CFR 3.71.
Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96).

SIGNATURE of Applicant or Assignee of Record

Name	Michael A. Springs, Assistant General Counsel
Signature	
Date	5/7/02

NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required. See below.

*Total of 1 forms are submitted.